

PG&E Pipeline Explosion (San Bruno)



BAPDA Presentation – November 2018

PG&E Pipeline Explosion Quick Facts

- September 9, 2010
- Rupture in 30" PG&E Gas Main
- Crestmoor Neighborhood (R-1)
- 8 Fatalities & 58 Injuries
- 38 Homes Destroyed
- Dozens More Damaged



Two Broad Questions

How could I have been better prepared?

What are some lessons learned from the EOC & Field?

Preparation Tip #1

The first few hours are hectic and confusing

Input all internal/external contacts on your phones

Create printed lists in accessible locations

Create Regional Planner List?

Preparation Tip #2

Activate Wireless
Priority Service
(WPS)



Preparation Tip #3

Line-Up Large Venues
Now (Indoor &
Outdoor)



Preparation Tip #4



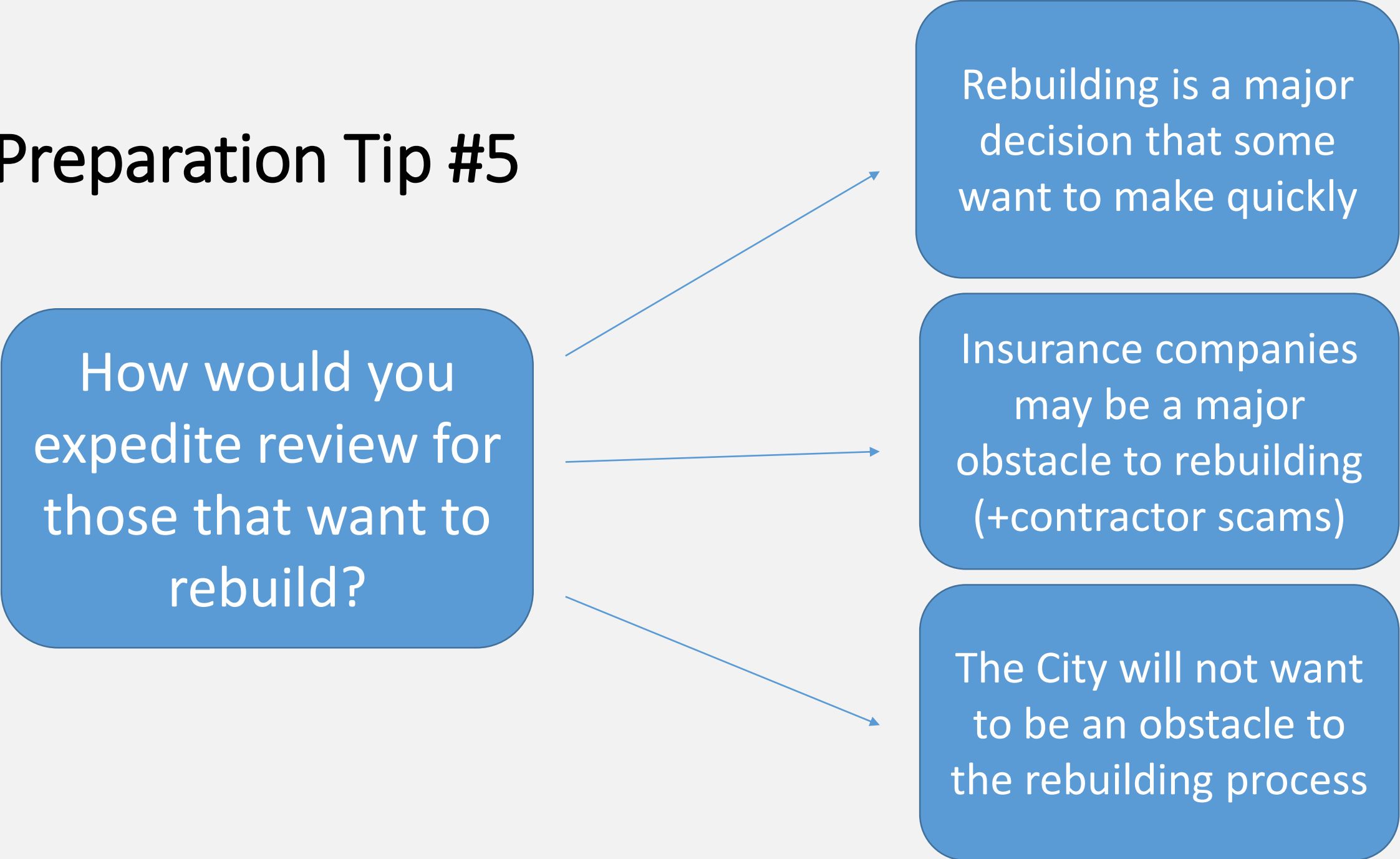
Establish/Maintain
agreements with
large stores

Who can open the store at
night?

Do you need a purchase
order/account?

Preparation Tip #5

How would you expedite review for those that want to rebuild?



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graph LR; A[How would you expedite review for those that want to rebuild?] --> B[Rebuilding is a major decision that some want to make quickly]; A --> C[Insurance companies may be a major obstacle to rebuilding (+contractor scams)]; A --> D[The City will not want to be an obstacle to the rebuilding process];
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Rebuilding is a major decision that some want to make quickly

Insurance companies may be a major obstacle to rebuilding (+contractor scams)

The City will not want to be an obstacle to the rebuilding process

Lesson #1: Communication Isn't Easy



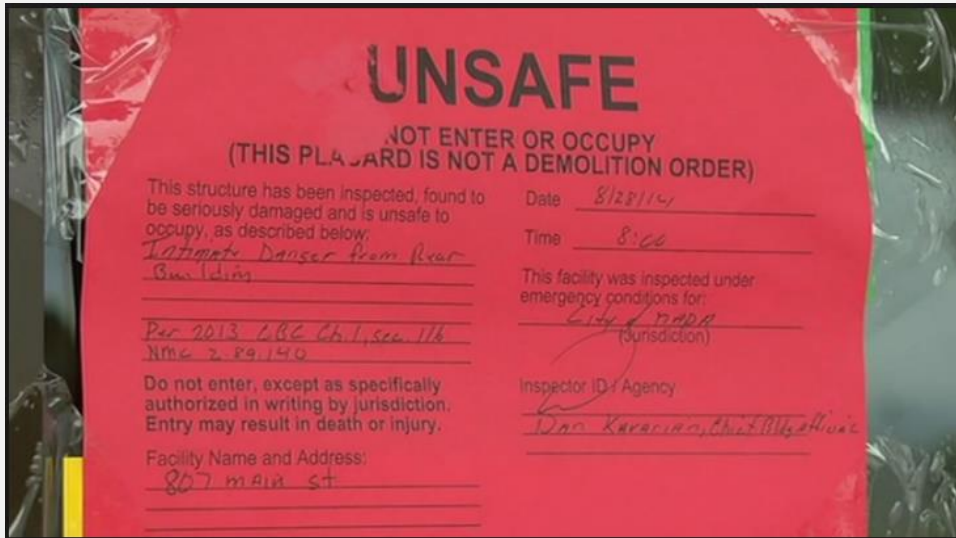
- Routine EOC and Incident Command Center communication is critical (but difficult)
- Media is relentless
- Other agencies want info too
- Those impacted by the disaster will want to hear information first

Lesson #2: Write Things Down

- I have forgot more than I remember about September 2010
- Writing things down daily or a few times a day will help you short and long term



Lesson #3: Building Inspection Isn't Easy



- Inspectors stand between homeowners and their homes
- Standardize the green, yellow and red tag definitions (both for inspectors and property owners)
- Make the information as easy as possible to understand

Lesson #4: People Just Want to go Home



- People will want to return to their property asap, even if their home no longer remains
- Letting people view the sites, even if not safe to access, may help ease some pain
- Work closely with Fire & PD, on allowing people to re-occupy their homes

Lesson #5: People Are Counting on you (& no one else)

**“We Are The Ones
We Been Waiting For”**

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